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WTPM Directory Mailing  
INPUT  
9/84

1943 LANDINGS DRIVE, MOUNTAIN VIEW, CA 94043

(415) 960-3990

September 4, 1984

Mary Anne Masey

~~COREHOUSE~~

→ The Core House  
3008 West Burbank Boulevard  
Burbank, California 91505

Dear Ms. Masey:

"WHO'S WHO" IN TPM

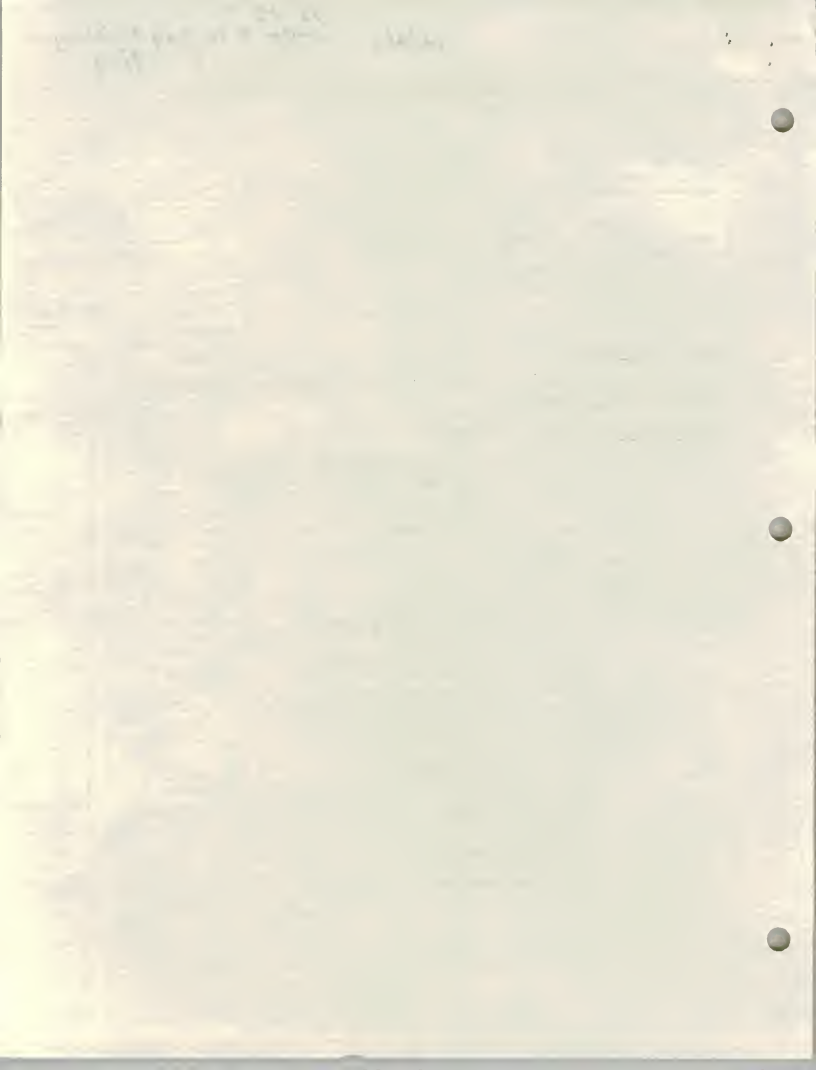
I am pleased to announce the release of INPUT's Third-Party Maintenance Vendor Profile and Directory.

HARD DATA YOU CAN USE - AND DEPEND ON

As a result of three months of in-depth primary research on the topic, INPUT has compiled profile data for more than 300 active and start-up TPM firms including:

- o Company name, address, telephone
- o Name of president or CEO
- o Years active in TPM
- o Number of service locations
- o Geographic markets served
- o Number of repair depots operated
- o Total number of service employees, including
  - Number of field engineers
  - Number of field support specialists
  - Number of administrative staff
  - Number of service managers
- o Complete list of types of products serviced
- o Complete list of specific brands serviced
- o Exact services provided, covering:
  - Manufacturer warranty service
  - Preventative maintenance
  - Engineering changes
  - Software maintenance
  - Equipment sale/lease
  - Installation
  - Remedial maintenance
  - Conversion/upgrade
  - Programing/consulting

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Alls maintenance  
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- Relocation
  - Refurbishment
  - Training
  - Supplies/accessories
  - Other (with exact service identified)
- o Delivery modes of service
- On-site maintenance
  - Repair depot/carry-in
  - Remote support services

A sample directory listing is enclosed for your review.

LESS THAN \$1 PER COMPANY

This "Who's Who" in TPM, which provides the accurate and dependable information you've been looking for, can be purchased at only \$295 total--that's less than \$1 per company!

To reserve your copy, simply call me at (415) 960-3990. To order, endorse and return the enclosed authorization form along with your check in the return envelope provided.

This volume is now being printed and will be available for direct shipment no later than September 28, 1984.

I look forward to talking with you about this exciting new research.

Sincerely,

Patricia A. Sammons  
Sales Analyst

PAS:bms  
Enclosures



# SAMPLE LISTING

## TPM VENDOR PROFILE

XYZ INC.  
43442 Blossom Valley Road  
Suite 5023  
San Francisco, California 95588-3452  
(415) 566-8765

President: James L. Wrighter

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### THE COMPANY

Years Active in TPM:	10	Total Service Employees:	35
Service Locations:	12	Field Engineers:	10
Geographic Coverage:	California, Oregon, Washington, Texas	Field Support Specialists:	15
Repair Depots:	5	Administration:	8
		Managers:	7

### PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Peripherals (disks, tapes, printers, others)

### BRANDS SERVICED

Ampex, Xerox, and all major brands.

### SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation	<input type="checkbox"/> Relocation
<input type="checkbox"/> Preventive Maintenance	<input type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion/Upgrade	<input type="checkbox"/> Training
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> Supplies/Accessories
<input type="checkbox"/> Equipment Sale/Lease	<input type="checkbox"/> Other _____	

### SERVICE DELIVERY MODES

<input checked="" type="checkbox"/> On-Site Maintenance	<input checked="" type="checkbox"/> Repair Depot/Carry-in	<input type="checkbox"/> Remote Support Services
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AUTHORIZATION FORM

TO: Patricia A. Sammons  
INPUT  
1943 Landings Drive  
Mountain View, California 94043

- ( ) Please send me \_\_\_\_\_ copies of INPUT's Third Party Maintenance Vendor Profile and Directory at \$295;  
I understand that additional copies may be purchased at \$195 each.

(Directory will be shipped on or before September 28, 1984)

Enclosed is my check in the amount of \$\_\_\_\_\_.

CONFIDENTIALITY AGREEMENT

The client agrees to hold as confidential all information provided by INPUT through this study. The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT.

The client agrees to control access to the information provided to prevent unauthorized disclosure in violation of this agreement.

INPUT exercises its best efforts in preparation of the information provided under this agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided.

AUTHORIZED BY:

\_\_\_\_\_  
Organization

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Address

\_\_\_\_\_  
Telephone

ACCEPTED BY: INPUT

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

① Do not call clients.

② Check w/Randi about who's already purchased.

③ Then call